

Champion Technologies

Location: **Houston, TX**

Industry type: **Energy**

Current business: **Specialty chemical manufacturer**

Number of Employees: **2,000**

www.champ-tech.com

BUSINESS CHALLENGES

Inflexible Technology:

Champion Technologies' Intranet was an internally-developed proprietary system, which was inflexible and often required custom programming.

Incomplete SharePoint Solutions:

SharePoint was chosen for the infrastructure of their new Intranet, but it could not address all of their business requirements.

Maze of Independent Sites:

The Intranet had become a maze of independent sites that could not communicate with each other. With operations in more than 30 countries, this was frustrating. Employees would often need to contact international colleagues just to locate a file.

Limited Visibility of Projects:

Champion Technologies needed to improve awareness and knowledge sharing of projects between offices.

CORASWORKS SOLUTION

A Modular Based Application Suite for SharePoint:

Needing to enhance SharePoint's functionality led Champion Technologies to investigate CorasWorks. Layering CorasWorks on SharePoint created a very powerful application platform – one that combined the collaborative benefits of SharePoint with the adaptable, easily modified modular business software of CorasWorks. Now, independent SharePoint sites can easily communicate with each other.

Modular Site Application:

When requests for new project sites are approved, the site administrator can then produce project sites based on a template with cascading navigation for easy maneuvering within the site. Tasks from the project sites are grouped in blocks of due dates and then pushed to other sites.

THE IMPACT

Flexibility without Custom Coding:

Replacing Champion Technologies' proprietary system with SharePoint and CorasWorks has eliminated the need for custom coding. It provides a flexible and easily altered solution.

Improved Resource Allocation:

With the power to design a site without custom coding, managers now have a flexible proprietary project management solution, allowing them to manage workload by resource.

Employees More Accountable:

Any employees can be named as project manager for specific projects, making accountability very visible.

Reduced Travel Expenditures:

Employees can better collaborate online. This eliminates the need for many in-person meetings, significantly reducing travel expenditures.

“We proactively sought to build an adaptable foundation for our new Intranet. We decided upon CorasWorks for its incredible navigation and roll-up capabilities combined with its ability to be easily altered with no custom programming.”

– Heidi Junck, IT Manager of E-Business Applications

Next Steps...

Champion Technologies initially developed its CorasWorks project management solution for one key market segment. Its success has led the company to replicate this solution for a second market segment.

Champion Technologies is the fastest growing specialty chemical company offering innovative and environmentally acceptable solutions to oil & gas production problems. The company is the second largest global oilfield production chemical company and has a significant presence in the major oilfield areas of the world. Its resources include worldwide manufacturing, blending and distribution capabilities.

Champion Technologies relied on an internally-developed proprietary system for its Intranet, which was inflexible and frequently required custom coding. These limitations led the company to explore developing a new Intranet. It wanted a collaborative solution that would stand the test of time and quickly adapt to content and organizational changes.

Champion Technologies initially chose SharePoint for the baseline infrastructure of its new Intranet. While it considered SharePoint a tremendous collaboration platform, when building a notification solution to alert specific teams of IT outages, the IT team realized that native SharePoint could not address all its requirements. The solution lacked some functionality necessary to meet the business needs.

The company decided to layer CorasWorks on SharePoint to create a very powerful application platform – one that combines the collaborative benefits of SharePoint with CorasWorks' easily modified modular business software. Champion Technologies' new email alert solution – which was not possible with SharePoint alone – exemplified this. With CorasWorks' email notification capabilities, the IT team can now email targeted outage alerts that include the exact information necessary. Replacing its proprietary system has also eliminated the need for custom coding, providing them with a flexible solution that can be easily altered as business needs change in the future.

Connecting Independent Sites: Independent SharePoint sites could not communicate with each other. Not only did employees have to visit other team sites to find data, but they often could not locate what they needed. The Intranet had become a maze to navigate, which caused confusion as to where documents were stored. Employees would have to call or email each other for assistance. This was especially difficult for Champion Technologies, with operations in more than 30 countries. North America was going to work while Asia was going to sleep. It could take days just to locate a document.

Champion Technologies wanted a virtual workplace: a space where employees could complete their work and then, at the end of the day, have no documents stored on separate, local hard drives. The environment would allow employees worldwide to easily locate what they needed online. Champion Technologies selected CorasWorks as a key element

of its virtual workplace. With CorasWorks, independent SharePoint sites easily communicate with each other, resulting in improved document and knowledge management. CorasWorks pulls data together from several SharePoint sites and presents what each employee needs within one site.

Data Management: Maneuvering within sites is made easier with CorasWorks' tab navigation. In market segment sites, once a region is selected, a standard sub-navigation that compartmentalizes items by topic helps users to easily find and access their information. These standard set of navigations are placed across market segment sites and project sites.

Project Management Solution: Management at each office had detailed knowledge of the projects its teams were working on. However, when a project was completed in one office, often there was little to no communication about it elsewhere in the company. Champion Technologies needed to improve awareness and knowledge sharing of projects.

Management began with defining the business process. Once the process was established, requests were scrutinized to prevent duplicate sites from sprouting. When requests for sites are approved, the site administrator can now produce project sites based on a template with cascading navigation for easy maneuvering within the site. Tasks from project sites are grouped in blocks of due dates and then pushed to other sites.

The success of the solution has led to tremendous traffic on its project sites. Projects are better managed, and there is improved knowledge sharing between offices. Projects have defined end dates, at which point they are either archived or deleted. Only current projects stay active to ensure the site is relevant for employees.

Employees now feel empowered with greater responsibility. Even employees who are not technically project managers are now named as project manager for specific projects. It is very visible who is running a project, what the status of the project is and who is accountable if the project is not on track.

CorasWorks has also helped decrease travel expenses. Per Harrison Lee, Knowledge Management Team, "Previously, we could not effectively share project knowledge between offices. We often had to send teams to the U.S., Canada, Aberdeen or Latin America to be debriefed. CorasWorks allows us to eliminate many in-person meetings, which has significantly reduced our travel expenditures."

Next Steps: Champion Technologies initially developed its CorasWorks project management solution for one key market segment. Its success has led the company to replicate this solution for a second market segment.